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Examiner: G. Koch
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IN THE SPECIFICATION:

Substitute the following paragraph in the specification. No new matter has been added.

[0024] The databases 22 may include, for example, an interactive troubleshooting module 24, a laboratory test records module 26 and a general database of records 28. The test records module 26 database will typically be maintained by the manufacturer M based on system tests and initial setup parameters prior to shipping the application system 12 to the customer. The customer records database 28 may include a public section and a private section wherein the public section allows the customer to view historical data and other information unique to their facilities, whereas the private section permits a field technician or other representative of the manufacturer M to input repair and maintenance information into the manufacturer's more detailed database. In either case, the customer only has access to its specific databases 22. For example, the manufacturer M may write up case studies describing the manufacturer's liquid coating systems which have been installed and are successfully running. The case studies may identify the product being coated, the coating material being used, the manufacturer's equipment used in the system, and the principal suppliers involved such as the coating material supplier, the oven and conveyor supplier and so on. These case studies may also be linked to various sites on the Internet. For example, case studies may be linked to trade associations relevant to the product and the web sites of the partners used on the project. From the trade associations, the case studies may be sent to all members of the association or a selected group of members of the association. The case studies may also be searchable so that a company looking for a painting system for extrusions, for example, would be able to find the case study.